

PROCEDURE

Statement of Work for LBNL Mail Services

A. INTRODUCTION AND PURPOSE

The Subcontractor shall provide immediate assistance to LBNL's Operations Division, Facilities, with mail room services for the Lawrence Berkeley National Laboratory (LBNL). LBNL is comprised of about 5,000 addressees occupying about 90 buildings on 138 acres of Berkeley hills in addition to several buildings in the Berkeley Campus of the University of California and LBNL leased facilities. Total mail stop count is approximately 118. Central mail services are provided for all 5,000 addressees. Delivery services are to be performed by mail service personnel in LBNL or Subcontractor supplied vehicles.

B. OPERATIONS

Subcontractor will provide all personnel necessary to ensure that the Services are performed in accordance with the terms and conditions of this Subcontract. Subcontractor shall be solely responsible for the supervision, daily direction and control of its employees.

The Subcontractor shall furnish all materials, supplies, and services necessary for performance of this work, except as specified to be furnished by LBNL.

1. Standard Operations

Hours of operation: 7:00 a.m. - 4:30 p.m. (Pacific Time), Monday - Friday, LBNL holidays excluded. LBNL holidays are listed in the attached LBNL Holiday Schedule. Minimum work staff is maintained to pickup United States Postal Service (USPS) mail, sort and bin and deliver during LBNL minimum staffing days associated with LBNL holidays. Subcontractor shall deliver mail to all mail stops listed on the LBNL Mail Distribution Routes.

LBNL mailroom handles all parcels permitted under USPS regulations. Subcontractor personnel will use Subcontractor vehicles for transport activities.

a. Incoming:

- i. Pick up LBNL mail from UC Berkeley (UCB) mailroom, 2000 Carleton Street Berkeley, using Subcontractor vehicles, with delivery to the LBNL mailroom. Normal pickup times are:

7:30 a.m. 4 USPS hampers standard, more or fewer from time to time

- ii. Sort and bin mail

7:00-10:30 a.m. Pick up internal mail.

Pick up from Carleton Street, the USPS mail.

Afternoon:

Internal mail brought in by LBNL transportation

USPS mail brought from Carleton Street by the 12:30 p.m. pick up

- iii. Log in all special delivery and registered mail and parcels prior to sorting.

- iv. Package mail for delivery to approximately 118 mail stops throughout the laboratory. Generally, mail will be string-tied, labeled for mailstop, and put into tote-boxes or tubs.
- v. Deliver processed mail to all mailstops on LBNL site. Mail for the UCB campus is collected in a tote box by mailroom personnel and delivered to campus at 7:30 a.m. and 12:30 p.m. Deliver all processed mail to all mail stops except those buildings not on LBNL or UC Berkeley campus.

Delivery is accomplished in Subcontractor vehicles. Out going and interoffice mail pickup at the mailstops is also accomplished at this time.

- vi. Address lookup: using LBNL-supplied database and equipment (optional) perform address lookup for mis-addressed or incompletely addressed first-class mail. The LBNL database is maintained by departments other than the mailroom, which has no direct responsibility for address accuracy. Subcontractor-supplied lookup hardware and software may be used instead of LBNL-supplied hardware and software. Bulk mail without a correct mailstop address is moved directly into recycling receptacles.

b. Outgoing:

- i. Receive throughout the day and process domestic outgoing mail: weigh, meter, and sack for pickup by USPS at 4:00 p.m., Monday-Friday, holidays excluded. Metering equipment will be provided by the Subcontractor and will comply with USPS regulations and standards for postage metering. Postage funding is not included in this Scope of Work. LBNL upon request and justification to the Technical Coordinator will supply such funding.
- ii. Receive and process international mail for pickup at about 4:00 p.m., Monday-Friday, holidays excluded. Postage metering may be done at LBNL for international at the discretion of the Technical Coordinator. Carrier and method of sending international mail is as specified by the LBNL Technical Coordinator.
- iii. Expedite bulk mail drops to the USPS. Bulk mail presort is normally accomplished by LBNL originating departments and/or other Subcontractors and may or may not be delivered to them direct to the USPS. In cases where direct delivery to USPS is not done by a department, Subcontractor may make the delivery to USPS, at the discretion of the LBNL Technical Coordinator, as part of the next mid-day incoming mail pickup run. Bulk mail is not metered on-site, but postage may be paid through a bulk mail permit held by LBNL.

2. Express Operations

Hours of operation are the same as for standard operations.

a. Incoming:

- i. Receive and segregate express deliveries coming in either from USPS or Federal Express or other carrier. USPS deliveries arriving in the morning will be delivered on the same day on the regular mail run. Other carriers will deliver after the normal mailroom deliveries. In that case, notify recipients of the receipt of express delivery, and offer:
 - Parcel held in mailroom for pickup

- Same-day delivery on afternoon pickup run;
- Next-day delivery during regular mail run.

ii. Handle parcel as requested

b. Outgoing:

ii. Receive express mail and small parcels from LBNL personnel.

iii. Transfer to LBNL Shipping Department for process and dispatch.

3. Off-Site Locations

The Subcontractor will prepare, but not deliver mail to the following off-site locations.

The LBNL Transportation Department maintains pick-up and delivery services to the locations listed below:

- a. Mail bound for the Lawrence Livermore National Laboratory (LLNL) will be picked up by LBNL transportation driver from the LBNL Mail Room on Monday, Wednesday and Friday mornings and delivered to LLNL. Inbound mail from LLNL shall be picked up by LBNL transportation and delivered to LBNL Mail Room.
- b. For the following off site locations mail will be picked up and delivered by Transportation daily.
 - i. Joint Genome Institute (JGI), bldg. 100 & 400 in Walnut Creek
 - ii. Oakland Scientific Facility (OSF), bldg 943
 - iii. CORI (JBEL), bldg. 946 in Emeryville
 - iv. Berkeley West Bio-Center (Potter), bldg 977
 - v. Warehouse, bldg. 904 in Richmond
- c. Mail for the UC Berkeley (UCB) campus is collected in a pouch by mailroom personnel and delivered to campus daily.

4. International Mail Service

LBNL's International mail is usually mixed in weight and size. LBNL must be able to track sacks and/or bags from point of pick-up to point of delivery where sorting takes place.

Subcontractor shall provide the following:

- a. Pick-up on Wednesdays and Fridays between the hours of 3:30 p.m. and 4:30 p.m.
- b. Priority Air transit time 3 days to no more than 7 days
- c. Printed Matter transit time 7 days to no more than 14 days
- d. Reprinted bills of lading
- e. Management reports, upon request, indicating volumes per day to each zone, charges per month for each zone, quarterly volume reports, etc.
- f. Monthly reports indicating volume, charges, and delivery times.

The Subcontractor shall update LBNL regularly via email of any service disruption, holidays, etc. that may affect delivery of international mail.

5. Customer Service

- a. Act as prime source of information about all mail services affecting LBNL, including but not limited to incoming deliveries, interoffice deliveries, outgoing activities, both domestic and international, current USPS rules and regulations, and most economical postal practices for the Laboratory.
- b. Subcontractor will interact frequently with the Technical Coordinator to insure ongoing best business practices for both parties.

6. Administrative Services

- a. Inform the Technical Coordinator of the status of LBNL funding at the USPS, including first-class, bulk, and postage due funds, ensuring that LBNL accounts remain funded at all times.
- b. Inform the Technical Coordinator of:
 - i. Subcontractor violation of standard of safety and health set by the LBNL Health and Safety Manual, Pub3000, and corrective action taken by the Subcontractor;
 - ii. Infractions by Subcontractor employee of California driving laws as noted on DMV driver pull notice reports to be maintained by Subcontractor;
 - iii. Conduct by Subcontractor employee in violation of LBNL policy, as stated in the LBNL Regulations and Procedures Manual (<http://www.lbl.gov/Workplace/RPM/>), and Subcontractor corrective actions taken.

7. Vehicles

- a. Vehicles will be maintained by Subcontractor. Damage/repair costs for any Subcontractor vehicle will be borne by the Subcontractor. Should a vehicle be placed out of service due to maintenance for damage/repair, Subcontractor shall immediately replace the vehicle with another similar vehicle so that services are not interrupted.
- b. Subcontractor personnel operating such vehicles must have a current operator's license recognized by the California Department of Motor Vehicles.

8. Bulk Mail Addressing and Sorting

- a. LBNL shall provide:
 - a computerized disk of names and addresses of the recipients
 - letters (no more than four single sheets per envelope)
 - envelopes
- b. The Subcontractor shall:
 - Pick up letters and envelopes at LBNL
 - Address the letters and envelopes
 - Stuff the letters
 - Apply postal net barcode

- Sort to lowest delivery point (city, post office, mail route)
 - Print bulk permit
 - Deliver the bulk mail to the Berkeley post office
- c. The destination for bulk mail shall be in the United States.
- d. LBNL anticipates that the notice for bulk mailing requirements shall be at least a week in advance. From time to time however, immediate attention may also be needed. Under emergency/ rush jobs, Subcontractor shall give an estimated cost to the Technical Coordinator and obtain approval prior to proceeding.
- e. Subcontractor shall maintain a record of performance of Mail Services and shall provide monthly reports to LBNL of bulk mailing services rendered. The report shall specify:
- Number of bulk mailings processed,
 - Number of pieces per mailing,
 - Postage cost per piece (Note. Bulk mailing service provider does not pay postage)
 - Total postage cost
 - Charge for processing the mailing, (Total charge, Number of pieces & cost/piece)
 - Time, in hours, to process the mailing, (Number of pieces, total time to perform task, time per piece)
 - Extra labor (number of hours and total cost)
- f. For bulk mail, the Subcontractor shall give an estimated cost to the Technical Coordinator for prior approval before mailing.

9. Quality Assurance

Subcontractor shall perform all duties and Services in accordance with LBNL standard for Environmental Safety and Health set forth in the LBNL Health and Safety Manual Pub3000.

All Services performed and equipment utilized by the Subcontractor shall be subject, at all times, to inspection by the Technical Coordinator or designee(s). Inspection by LBNL does not relieve Subcontractor from complying with all requirements of this document. Additional inspections shall be effected by visits to the facility by LBNL representatives concerned with the operations of the facility. Frequency of such visits shall depend on the nature of the operations, the effectiveness of the Subcontractor's quality control program, and the general reliability of the Subcontractor based on past performance. The Subcontractor shall provide all reasonable facilities and assistance for the safety and convenience of LBNL personnel in the performance of their inspection duties. The Subcontractor, when requested by the LBNL Technical Coordinator, shall make available such information as necessary to permit all concerned to be familiar with the methods and procedures of the Subcontractor. Plans and submissions shall be submitted in accordance with the Deliverables/Reports section below.

10. Deliverables/Reports

- a. Subcontractor will maintain a record of performance of Mail Services and will provide quarterly written reports to LBNL management of Mail Services operation.

Metrics will include daily inflow and outflow volume, postage cost, labor cost/piece, on-time delivery records, etc., as appropriate to the operation. Records will be available to management at any time. Subcontractor will provide quarterly written reports to the LBNL Technical Coordinator. These reports will include volumetric performance for the month, personnel counts, USPS compliance issues and resolutions, and general overall efficiency of operation. Report topics may be revised from time to time as deemed appropriate by the LBNL Technical Coordinator.

- b. Subcontractor will perform word processing of schedules, procedure, and other required administration tasks at no additional cost.
- c. At a minimum, the Subcontractor project manager shall meet with the Technical Coordinator monthly to discuss performance of the Subcontract requirements. Additionally, a meeting shall be held whenever it is deemed necessary by the Technical Coordinator. A mutual effort shall be made to resolve all problems identified. The Subcontractor's project manager and the Technical Coordinator shall sign the written minutes of these meetings. If the Technical Coordinator does not concur with the minutes, he/she shall state in writing to the Subcontractor any areas of disagreements, within five (5) working days after receipt of the minutes. Both parties shall meet again to reach mutual agreement.
- d. The Technical Coordinator and the Subcontractor's project manager shall meet immediately to report accidents involving LBNL property or personnel.

11. Personnel

It is understood and agreed that the key technical individual(s) assigned to this work (identified below and in the Subcontractor's Technical Response) shall not be re-assigned to other work that will interfere with support activities under this Subcontract without prior LBNL approval, except in circumstances beyond the reasonable control of the Subcontractor. If such circumstances arise the Subcontractor shall inform the Technical Coordinator of such re-assignments within five (5) working days. A replacement individual shall be assigned by the Subcontractor and approved by LBNL's Technical Coordinator within ten (10) working days. If an acceptable individual is not identified, LBNL reserves the right to terminate this Subcontract.

a. Management

The Subcontractor shall provide a qualified Mailroom Supervisor to manage and operate the mailroom at LBNL. The supervisor will be on duty, visible in the mailroom area during peak periods monitoring the performance and taking corrective action as needed. The supervisor shall have a minimum of five (5) years of prior experience in an operation, with similar or related management duties and responsibilities before assignment to LBNL. LBNL reserves the right to interview the Mailroom Supervisor, before assignment to LBNL. The Subcontractor is required to make a commitment to maintain the approved management in the account for a minimum of two (2) years. Exception would be resignations or removal for cause. The supervisor shall not be transferred or reassigned without notification to the Technical Coordinator, and no transfer or reassignment shall take place until a suitable replacement is approved by LBNL. The replacement shall be thoroughly trained at the Subcontractor's expense. The Subcontractor will promptly reassign any management employee to another account upon the request of the Technical Coordinator.

b. Employees

The Subcontractor will recruit, train, supervise, direct, discipline, and if necessary, discharge any and all personnel working in LBNL's mailroom facility. LBNL expects the Subcontractor to provide trained personnel, satisfactory to the Laboratory, in adequate numbers to provide the services required. Subcontractor will promptly reassign an employee to another account upon request of LBNL. In addition, the Subcontractor shall require its employees to comply with all instructions, regulations, and codes of conduct as specified by LBNL.

12. Service Requirements

Prompt, efficient service response continually and willingly offered by well-trained personnel. The service should be courteous and the personnel offer a pleasant demeanor and attitude at all times. The Subcontractor is expected to create a working atmosphere that fosters pride, teamwork and productivity.

13. Sanitation

LBNL will maintain all LBNL provided facilities including walls, ceilings and exterior window glass, and will provide janitorial service to the mailroom area and restrooms. In addition, LBNL will provide extermination services on a regularly scheduled basis.

14. Safety

The Subcontractor will prepare and maintain an employee Injury and Illness Prevention Program (IIPP) in compliance with current requirements of the Labor Code of the State of California.

Safety shoes are required while performing Services under this Subcontract.

15. Equipment and Facilities

Reasonable care of equipment and facility: the Subcontractor shall be responsible for the care and cleaning of all equipment in the mailroom facility at all times. The Subcontractor is expected to operate equipment in a safe and correct manner, and shall train all personnel to operate said equipment prior to use. The Subcontractor shall notify LBNL of any maintenance or repairs needed to maintain the equipment or facility in good condition. Any damage to the equipment or the facility due to negligence by the Subcontractor's employees will become the responsibility of the Subcontractor to repair or replace.

All items of property furnished by LBNL for the use of the Subcontractor hereunder shall be and remain the property of the Government. Upon the termination of this Subcontract for any reason, the Subcontractor shall promptly:

- i. Account to LBNL for all remaining expendable supplies and equipment, which were furnished by LBNL.
- ii. Deliver to LBNL all movable equipment furnished by the LBNL or purchased by the Subcontractor as replacement equipment, all in as good repair and condition as when received by the Subcontractor – reasonable wear and tear excepted.

- iii. Relinquish to LBNL the premises occupied together with all the fixed Government-owned equipment installed therein, all in as good repair and condition as when turned over to the Subcontractor – reasonable wear and tear excepted.

Government property shall be used only for the performance of this Subcontract as or as otherwise directed by LBNL.

Subcontractor shall not make or cause to be made any alterations or additions to or upon any building at LBNL without prior written approval of LBNL.

LBNL shall furnish such space and utilities as may be necessary, in the opinion of the LBNL, for the operation of the Services provided herein, including all power, lights, heating, gas, hot and cold water, on-site telephone service, internet services, and extermination service.

16. Subcontractor Owned Property

Subcontractor owned property shall be maintained in good working order and condition by the Subcontractor.

17. Security

- a. The Subcontractor's employees shall comply with all LBNL rules and regulations governing access to, and conduct on, the Berkeley Laboratory site. LBNL agrees to furnish the Subcontractor's personnel with identification required for entrance to or exit from the described facilities during normal working hours. It shall be the responsibility of the Subcontractor to notify LBNL immediately by telephone of any of its personnel no longer employed at LBNL, and return such employee identification badge prior to 4:30pm of the next business day following the employee's termination.
- b. The Subcontractor shall have the responsibility for determining that all appropriate equipment and light have been turned off and appropriate doors locked at the close of operation within the mailroom facility. The responsibility for security of the area under the Subcontractor's jurisdiction shall be the Subcontractor's during the scheduled hours of operation.
- c. The Subcontractor shall ensure that all checks are locked/secured at all times.

18. Lower Tier Subcontracted Services

Any and all Services required of the Subcontractor and subcontracted to a third party will remain the responsibility of the Subcontractor. LBNL reserves the right to approve or disapprove the selection of any lower tier Subcontractor the Subcontractor wished to use to fulfill the obligations of its Subcontract with LBNL.

19. Environmental Issues

LBNL is committed to a recycling program for its Berkeley site. The Subcontractor will be expected to assist LBNL in its program. Subcontractor will be responsible for ensuring that the containers provided for recycling cans, glass, paper, etc., are utilized by its employees at all times. In addition, Subcontractor shall breakdown all cardboard boxes.

20. Continuity of Services

- a. The Subcontractor recognizes that the Services under this Subcontract are vital to LBNL and must be continued without interruption and that, upon Subcontract expiration, a successor either LBNL or another Subcontractor may continue them. The Subcontractor agrees to (1) furnish phase-in training and (2) exercise its best effort and cooperation to effect an orderly and efficient transition to a successor.
- b. The Subcontractor shall, upon LBNL's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this subcontract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to LBNL's approval. The Subcontractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this Subcontract are maintained at the required level of proficiency.
- c. The Subcontractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this Subcontract. The Subcontractor also shall disclose necessary personnel records and allow the successor to conduct onsite interviews with these employees. If selected employees are agreeable to the change, the Subcontractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.